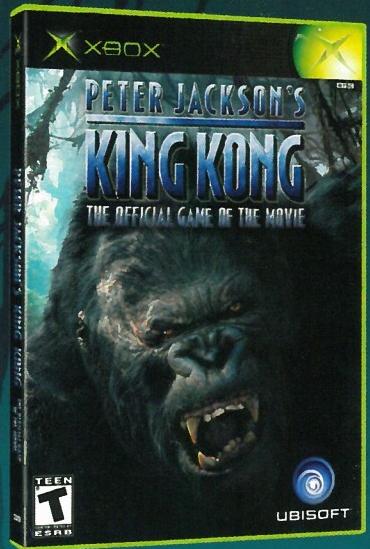


# ALSO AVAILABLE FOR YOUR Xbox® SYSTEM



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The cover art for the Xbox game "Prince of Persia: The Two Thrones". It features a central figure, Prince Dastan, with long dark hair and a determined expression. He is wearing a white shemagh and has a flaming orange and yellow dragon-like creature on his shoulder. He is holding a large, ornate scimitar with a flaming hilt. The background is a desert landscape with a setting sun. The title "Prince of Persia" is in large, ornate letters at the top, and "THE TWO THRONES" is below it. The Xbox logo is in the top right corner, and the Ubisoft logo is in the bottom right corner.



## Safety Information

### About Photosensitive Seizures

A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may appear in video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these "photosensitive epileptic seizures" while watching video games.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms—children and teenagers are more likely than adults to experience these seizures.

The risk of photosensitive epileptic seizures may be reduced by sitting farther from the television screen, using a smaller television screen, playing in a well-lit room, and not playing when you are drowsy or fatigued. If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing.

**Other Important Health and Safety Information** The Xbox Instruction Manual contains important health and safety information that you should read and understand before using this software.

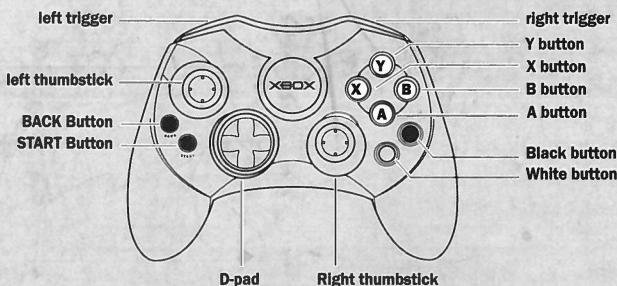
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## GAME CONTROLS

### **X button:**

Prince/Dark Prince . . Dagger attack; dagger plant

Prince . . . . . Speed Kill finish  
Chariot: Attack enemies

**A button** . . . . . Action (jump, roll, eject, climb on bar)

### **Y button:**

Prince/Dark Prince . . Trigger Speed Kill

Prince . . . . . Secondary weapon attack; grab

Dark Prince . . . . . Daggertail attack; Daggertail swing; Speed Kill finish

### **B button:**

Prince/Dark Prince . . Climb down

Dark Prince . . . . . Spin Daggertail

Prince . . . . . Pick up weapon; throw weapon

**left trigger** . . . . . Rewind (pull and hold); slow motion (pull and release)

**right trigger** . . . . . Special action (run on wall, push/pull, swing on bar, drink water); block (when enemies are close)

**White button** . . . . . Alternate view (landscape camera)

**Black button** . . . . . Look (first-person camera)

**left thumbstick** . . . . . Move the Prince

**right thumbstick** . . . . . Move camera

**START button** . . . . . Pause/In-game menu

## THE STORY

Our story begins just after the conclusion of Prince of Persia Warrior Within™.

The Prince of Persia makes his way home to Babylon with Kaileena, the enigmatic Empress of Time. But instead of the peace he longs for, he finds his kingdom ravaged by war. Cast to the streets, hunted as a fugitive, the Prince soon discovers that the Sands have tainted him. They have given rise to a deadly Dark Prince, whose spirit gradually possesses him...

## THE CHARACTERS

### ***The Prince***

The Prince of Persia is back from the Island of Time, where he prevented the creation of the Sands of Time and rescued Kaileena, the Empress of Time. He eventually changed his fate and escaped death. He is now sailing to his homeland of Babylon, only to discover it ravaged by war and invaded by a powerful enemy.

### ***The Dark Prince***

The unexpected spreading of the Sands of Time as the Prince returns to Babylon has tainted the Prince and given rise to a deadly Dark Prince, whose spirit gradually possesses him. The Dark Prince is a corrupted version of the Prince: ruthless, reckless, and sadistic.

### ***Kaileena***

The enigmatic Empress of Time has been rescued from the Island of Time by the Prince. Together, the two of them left the Island and the past behind them, or so it seems until they arrive in Babylon...

## PLAYING THE GAME

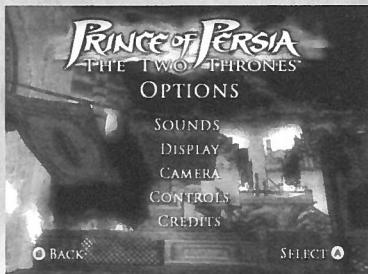
Press the START button to reach the Main Menu.



### Main Menu

Use the left thumbstick or the directional pad to highlight the following options; then press the **A** button to select. Press the **B** button to go back to the previous menu screen.

- **New Game:** Start a new game.
- **Load Game:** Resume a previously saved game.
- **Options:** Access the Options menu to adjust various settings.
- **Extra Features:** Access the bonuses for the game.



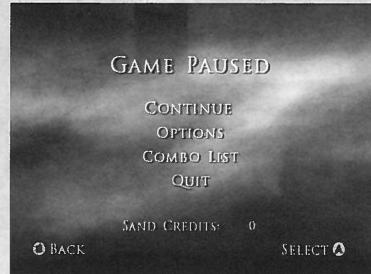
### Options Menu

On this screen, you can adjust various settings for the game:

- **Sounds:** Adjust the balance of music, voices, and sound effects.
- **Display:**
  - **Tutorials:** Turn tutorial messages on/off.
  - **Blood:** Use this option to toggle blood on and off.

### • Camera:

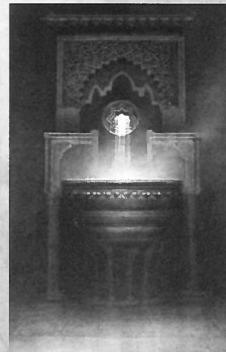
- **Free Look:** Choose between Normal and Inverted.
  - **Rotation:** Choose between Normal and Inverted.
  - **Slow-Motion Cam:** Determine how often slow motion occurs during fighting sequences. Choose from Never, Seldom, Normal, and Often.
- **Controls:** Turn vibration on/off.
  - **Credits:** View the game credits.



### In-Game Menu

You can pause gameplay at any time by pressing the START button. This will bring up the following menu:

- **Continue:** Resume gameplay.
- **Options:** Access the Options menu to adjust various settings.
- **Combo List:** Access the Prince and Dark Prince combo lists and their descriptions.
- **Quit:** Quit your current game and return to the Main Menu.



### Saving

At specific points (water fountains) in the game, you will be prompted to save your game. First you must drink from the fountain using the right trigger.

## Game Over

If the Prince or the Dark Prince dies in the course of gameplay, the following screen will appear:

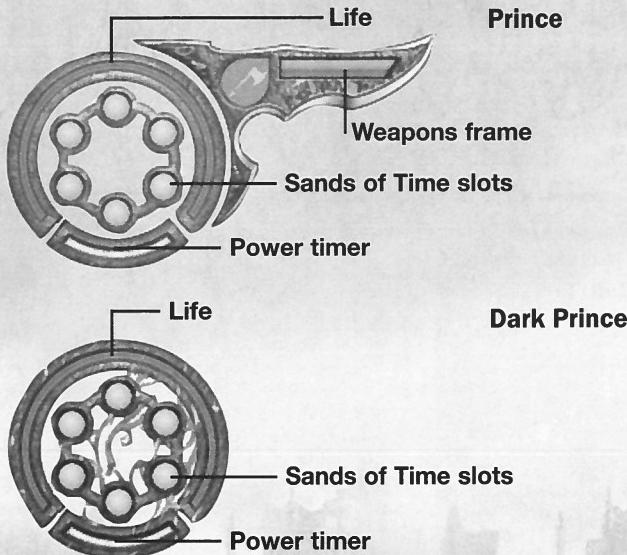
- **Retry:** Resume the game from the most recent checkpoint.
- **Quit:** Quit your current game and return to the Main Menu.



## Loading

To continue a previously saved game, choose Load Game from the Main Menu.

## IN-GAME INTERFACE



## Life Bar

**Prince:** Shows the Prince's current state of health. Hard falls, enemy attacks, and traps all cost the Prince life. If your life bar reaches empty, it's Game Over (unless, of course, you undo the mishap by rewinding...). Replenish the life bar by drinking water from a fountain or other sources.

**Dark Prince:** Shows the Dark Prince's current state of health. The Dark Prince gradually but constantly loses health and must kill sand creatures and absorb their sand to replenish his health.

## Sands of Time Slots

Shows how much sand the Prince or the Dark Prince has collected. Each use of a Time Power empties one or several sand slots. The sand slots can be refilled by passing close to sand clouds (dead enemies, breakables, etc.).

Sand can also be collected at certain sand gates (see page 15).

## Power Timer

Shows how much time is available to rewind. A full timer represents eight seconds.

## Weapon Frame (Prince Only)

The weapon frame appears only when the Prince picks up a secondary weapon. This frame shows the current state of the weapon. These weapons only sustain a certain number of hits before they break.

## THE POWERS OF TIME

Thanks to the Dagger of Time, the Prince has the ability to control time. He will gain more Time Powers throughout the game. The Dark Prince shares the same Time Powers as the Prince.

## Recall

By using this power, the Prince can rewind time to cancel any mistake or to avoid any attack. Once he has rewound, he can redo the actions he missed. Pull and hold the left trigger to turn back time. When you reach safety, release the left trigger to resume play. Each rewind uses one sand slot.

## Eye of the Storm

The Prince is able to slow down time as he continues to move at the same speed. This allows him to defy speed-limited traps and to fight his enemies while they are slow and helpless. Pull and release the left trigger to use the Eye of the Storm attack during a fight. This will empty one sand slot.

## **Sand Winds**

This power lets the Prince perform a strong ground attack that hurts all the enemies surrounding him simultaneously. Pull the left trigger while blocking with the right trigger. Each Sand Wind empties two sand slots.

## **Sand Storm**

This power lets the Prince perform an even stronger ground attack that kills all the enemies surrounding him simultaneously. This power requires more lead-time. Pull and hold the left trigger for a few seconds while blocking with the right trigger. Each Sand Storm empties four sand slots.

## **MOVES**

### **Basic Moves**

The Prince and Dark Prince will automatically climb obstacles. When near a wall, they can also perform a vertical or horizontal wall run and rebound from the wall in the opposite direction. They can chain together rebounds to climb between walls or make diagonal rebounds to reach seemingly unreachable walls.

### **Diagonal Rebound Sign**



### **Environment**

The Prince and Dark Prince can interact with elements in their environment and perform attacks using these elements:

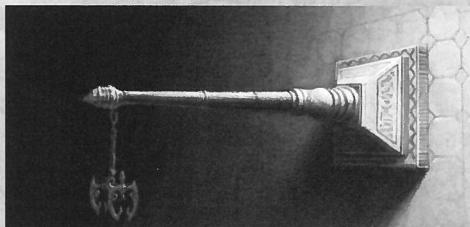
- **Ledges:** Climb, drop, lean, and rebound.
- **Ladders:** Climb and rebound.

- **Columns:** Climb, rotate, and rebound.
- **Poles:** Lean, drop, swing, and rebound. Climb on poles to jump up.
- **Beams:** Move, drop, and jump.
- **Close walls:** Climb up and down between them.
- **Chain:** Slide down and climb up.
- **Curtains:** Slide down and rebound.
- **Plant dagger base:** Stab the dagger in these to rebound, jump up, wall run, or drop.



**Dark Prince only:** The Dark Prince can interact with specific poles by using his Daggertail. This allows him to go to places the Prince can't reach:

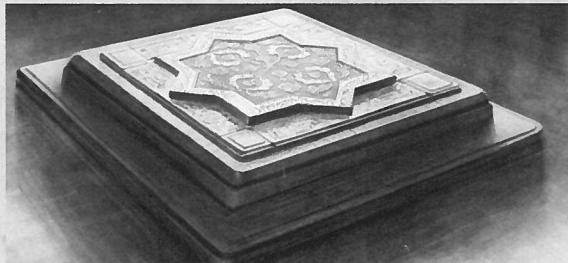
- Swing on poles with his Daggertail
- Chain his Daggertail to poles and wall run from there.



## Mechanisms

The Prince and The Dark Prince can also interact with mechanical elements around them:

- **Boxes:** Push and pull boxes to activate mechanisms.
- **Hanging levers:** Use the hanging levers to activate machines.
- **Pressure plates:** Step on pressure plates to activate certain mechanisms for a short amount of time.
- **Pressure levers:** These levers descend as the Prince or Dark Prince hangs on them and rise again after they drop.
- **Rotating levers:** Use these in different ways, depending on the direction in which they point.
- **Dagger switch:** Use to activate machines.



**Dark Prince only:** The Dark Prince can use his Daggertail to interact with specific rings on walls to pull out blocks.

## WEAPONS

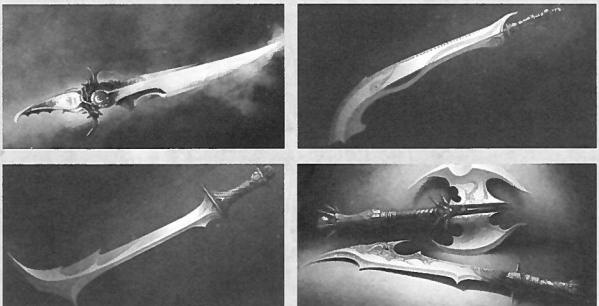
### Prince

The Prince can use a vast array of deadly weapons, split into four main classes. Each class generates a different experience, as it forces the Prince to use a different fighting strategy. Each weapon can sustain a certain number of hits before it breaks, has a specific range of attack, and deals different amounts of damage. Additionally, each class has a unique special attack.

Here are the most common weapons the Prince will find during his journey:

- **Primary weapon:** The Dagger of Time – for use with Time Powers.
- **Secondary weapons:** Swords – well balanced.

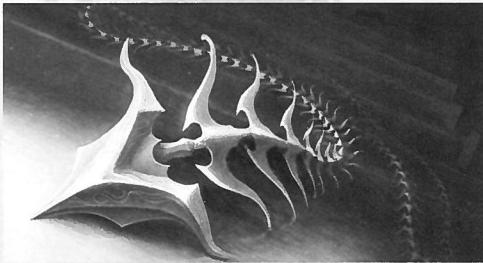
- **Secondary weapons:** Axes – heavier damage, low speed.
- **Secondary weapons:** Maces – grounding on strong attacks.
- **Secondary weapons:** Daggers – powerful for throwing.



The Prince can find and use a large number of secondary weapons during the game. They are all consumable, and they all have different attributes (strength, speed, and combo).

### Dark Prince

The Dark Prince uses his Daggertail, a powerful mid-range, chain-like weapon, and the Dagger of Time. Unlike the Prince, he cannot collect any other weapon.



## FREE-FORM FIGHTING

The Prince and Dark Prince can master a great variety of deadly advanced fighting techniques. They can take advantage of the environment (ladders, pillars, walls...) and use their superior agility to gain the upper hand on enemies.

For each action, you can create custom combo chains throughout the fight and develop a signature fighting style.

## **Prince and Dark Prince Common Moves**

### **Prince and Dark Prince Dagger Attacks:**

- Single Slash .....**X**  
 Double Slash .....**X** + **X**  
 Triple Slash .....**X** + **X** + **X**  
 Furious Slash .....**X** + **X** + **X** + **X**  
 Asha's Fury  
 (enemy on ground) .....**X**  
 Dagger Charge Attack .....**X** (hold)

### **Prince and Dark Prince Movement Techniques:**

- Rebound from Enemy .....(toward enemy) **A**  
 Aerial Slash .....(toward enemy) **A** + **X**  
 Landing Slice .....(toward enemy) **A** + **X** + **X**  
 Aerial Kick Attack .....(toward enemy) **A** + **Y**  
 Landing Kick Sweep .....(toward enemy) **A** + **Y** + **Y**  
 Jump Slash .....**A** + **X**  
 Roll .....(direction) **A**  
 Roll Dagger Attack .....(direction) **A** + **X**  
 Escape Roll .....(lying on the ground) **A**  
 Stand Up Attack .....(lying on the ground) **X**  
 Wall Dive Attack .....(run toward wall) **X**  
 Wall Jump to Acrobatics .....(run toward wall) **A**  
 Angel Drop .....(vertical wall run) **X**  
 Angel Drop Finish .....(vertical wall run) **X** + **X**  
 Column Shredder .....(toward column) **X**  
 Block .....(pull and hold) right trigger  
 Counter Attack .....(pull and hold) right trigger + **X**

## **Prince Only**

### **Prince Movement Techniques:**

- Jump Kick .....**A** + **Y**  
 Aerial Backslash .....(toward enemy) **A** + **B**  
 Landing Steal Weapon .....(toward enemy) **A** + **B** + **B**  
 Stand Up Spinwheel .....(lying on the ground) **Y**

Wall Spinkick .....(run toward wall) **Y**

Bladewhirl Attack .....(vertical wall run) **Y**

Column Spinkick .....(toward column) **Y**

Counter Double Slice .....(pull and hold) right trigger + **Y**

### **Prince Left Hand (Without Weapon):**

- Grab .....**Y**  
 Grab to Boosting .....**Y** + **A**  
 Grab Slice .....**Y** + **X**  
 Grab Throw .....**Y** + **Y**  
 Steal Weapon Kill .....**Y** + **B** (weak enemy)  
 Steal Weapon Dagger Kill .....**Y** (hold) + **X** (weak enemy)

### **Prince Double-Weapon Techniques:**

- Rage of Darius .....**X** + **X** + **A** + **A** + **A**  
 Azad's Furious Retaliation .....**X** + **X** + **Y** + **Y** + **X** + **X**  
 Mithra's Vengeance .....**X** + **X** + **X** + **Y** + **Y**  
 Misery Gale .....**Y** + **Y** + **Y**  
 Furious Oblivion Twister .....**Y** + **X** + **X** + **X**  
 Harassing Cyclone .....**Y** + **X** + **X** + **Y** + **Y**  
 Furious Tempest of Agony .....**Y** + **Y** + **X** + **X** + **X**  
 Tormenting Typhoon .....**Y** + **Y** + **X** + **X** + **Y** + **Y**  
 Left Weapon Charge Attack **Y** (hold)  
 Aerial Weapon Throw .....(in air) **B**  
 Weapon Throw .....**B**  
 Charge Weapon Throw .....**B** (hold)

## **Dark Prince Only**

### **Dark Prince Movement Techniques:**

- Daggertail Counter  
 Attack .....(pull and hold) right trigger + **Y**  
 Daggertail Counter  
 Double Slash .....(pull and hold) right trigger + **Y** + **Y**  
 Hurricane Counter .....(pull and hold) right trigger + **B**

Daggertail Jump Slash . . . . .**A** + **Y**  
 Daggertail Roll Slash . . . . .**A** + **Y** (direction)  
 Wall Whiplash . . . . .(toward wall) **Y**  
 Wallrun Slash . . . . .(wall run) **Y**  
 Tailspin Angel Drop . . . . .(vertical wall run) **Y**  
 Tailspin Angel Kill . . . . .(vertical wall run) **Y** + **Y**  
 Column Daggertail Spin . . . . .(toward column) **Y** (hold)  
 Stand up Burl Sweep . . . . .(Dark Prince on floor) **Y**  
 Stand up Hurricane Sweep (Dark Prince on floor) **B**

#### **Dark Prince Daggertail Attacks:**

Grab and Pull . . . . .**Y** (hold)  
 Grab and Pull Slash . . . . .(hold) **Y** + press **X**  
 Chain Grab and Pull Throw (hold) **Y** + press **Y**  
 Hurricane . . . . .(repeatedly) press **B** (slow)  
 Hurricane of Agony . . . . .(repeatedly) press **B** (fast)  
 Hurricane of Torment . . . . .(repeatedly) press **B** + **Y**  
 Hurricane of Anger . . . . .(repeatedly) press **B** + **X**  
 Asha's Torment . . . . .(enemy on floor) **Y**  
 Aerial Whiplash . . . . .**Y** (in air)  
 Aerial Finish . . . . .**Y** + **Y** (in air)  
 Aerial Hurricane Sweep . . . . .(in air) continually press **B**

#### **Dark Prince Daggertail Combos:**

Breeze of Anguish . . . . .**Y** + **Y** + **Y**  
 Winds of Torment . . . . .**Y** + **X** + **X**  
 Blast of Sorrow . . . . .**X** + **Y** + **Y** + **Y**  
 Whirlwind of Pain . . . . .**X** + **Y** + **Y** + **X** + **X**  
 Storm of Anger . . . . .**X** + **X** + **Y** + **Y** + **Y**  
 Storm of Remorse . . . . .**Y** + **Y** + **X** + **X** + **X**  
 Twister of Penitence . . . . .**X** + **X** + **Y** + **Y** + **X** + **X**  
 Plague Tornado . . . . .**Y** + **Y** + **Y** + **X** + **X**  
 Oblivion Tornado . . . . .**Y** + **Y** + **X** + **X** + **Y** + **Y**  
 Typhoon of Torment . . . . .**Y** + **X** + **Y** + **X** + **Y** + **X**

## **SPEED KILL SYSTEM**

The Speed Kill System allows the Prince and the Dark Prince to perform very dramatic attacks that take down one or several enemies in a single shot.

#### **Detection System**

Enemies can detect the Prince or the Dark Prince by seeing or hearing them. If enemies detect you, the opportunity for a Speed Kill will be lost.

**Sand Gate Detection System:** If the Prince or Dark Prince is detected by the sand gate guard, this guard will activate the sand gate, which will bring in new reinforcements.

When all enemies around the sand gate are killed, you can collect Sands of Time rewards by pressing the **X** button while standing on the sand gate. You will collect sand or one sand slot or one new Time Power, depending on the gate.



#### **How to Trigger Speed Kill**

When the Speed Kill is possible, you will see the corners of the screen become slightly white and you will hear a heartbeat. Press the **Y** button when this happens to start the Speed Kill.

**Prince:** When the Speed Kill is activated, you must press the **X** button at the right moment, indicated by visual (black and white screen filter, shining dagger) and audio cues to hit your enemy.

Depending on the enemy, the sequence of actions will be different.

**Dark Prince:** When the Speed Kill is activated, you must press the **Y** button repeatedly. Depending on the enemy, the rhythm of actions will be different.

If the action is done correctly, the Prince or the Dark Prince kills the enemy. Otherwise, the Speed Kill fails and you will engage in Free-Form Fighting combat.

## CHARIOT RACE

On occasion during the game, the Prince will drive a chariot in order to chase his enemies or reach faraway places:

- Use the left thumbstick to move the Prince's chariot left and right.
- Use your chariot to push aside other chariots and crash them.
- Press the **X** button to get rid of enemies who jump on your chariot.

## SPECIAL ITEMS

### *Sand Clouds*

Sand clouds allow the Prince and Dark Prince to collect sand that will be used to launch Sand Powers. You can find the sand clouds on dead enemies and in some in breakable objects. Sands of Time will also restore the Dark Prince's life.

### *Water of Life*

Drinking water from a fountain or other source will restore a wounded Prince to health. Pull and hold the right trigger to drink until your life bar is fully replenished.

### *Sand Collected*

Allows you to "buy" special artwork and videos from the Extra Features menu. You can see how much sand you've collected by pressing the START button at any time during the game.

### *Breakable Objects*

The Prince or the Dark Prince will discover hidden rewards in objects that they can destroy.

### *Weapon Racks*

The Prince can find new weapons.

## HINTS AND TIPS

- Use the Speed Kill System whenever you can, even in Boss fights.
- Double Speed Kill is possible!
- Look for the sand gate guard; he's the only guard who can activate the sand gate and call for reinforcements.
- While playing as the Dark Prince, always be on the move and kill as many enemies as you can to stay alive.
- Don't forget to block! You can even block arrows.
- During combat, use the Prince's athletic abilities to stay on the move and take advantage of his surroundings: walls, pillars, ladders, etc.
- Don't forget to use your Time Powers to help you fight and to avoid traps, even during chariot races.
- Use the first-person camera to look around and the landscape camera to get a better idea of where you are.
- While playing as the Prince, always remember to pick up dead enemies' weapons.
- Don't forget to break destructible objects – you may discover hidden rewards.

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Thanks,  
The Ubisoft Team

Prince of Persia The Two Thrones™



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Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

## **PRODUCT/DOCUMENTATION REPLACEMENTS**

Please contact a Ubisoft Technical Support Representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support Representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a Support Representative, your replacement request will not be processed.

### **IF WE DETERMINE A RETURN OR REPLACEMENT IS NECESSARY:**

**Within the 90-Day Warranty Period:** Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no P.O. boxes) and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

**After the 90-Day Warranty Period:** Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

### **REPLACEMENT FEES**

Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

## **WARRANTY ADDRESS AND CONTACT INFORMATION**

Phone: 919-460-9778

Hours: 9am-9pm (EST), M-F

Address:      Ubisoft Support  
                  3200 Gateway Centre Blvd.  
                  Suite 100  
                  Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubisoft.

To order Ubisoft products in the United States, please call toll free 888-824-7038.

## **Technical Support**

Before contacting Ubisoft's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search the support database at our website, <http://support.ubi.com>. Here you will find the most recently updated information since the game's release.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Full product title
- Game console you are using

### **Support Over the Internet**

This is the best way to find answers to common issues with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems:  
<http://support.ubi.com>.

### **Contact Us by Webmail**

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at <http://support.ubi.com>.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

### **Contact Us by Phone**

You can also contact us by phone by calling **(919) 460-9778** (for our customers in Quebec we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand. Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am-9 pm Eastern Time** (French language support available from 7 am-4 pm EST). While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

### **Contact Us by Standard Mail**

If all else fails you can write to us at:

Ubisoft Technical Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

### **Return Policy**

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

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